

**Docket No. RFP-2016-0001**

**Request for Proposals for Iowa Telecommunications Relay Service  
and Captioned Telephone Relay Service**

**Iowa Utilities Board Notice to Vendors and Answers to Vendors' Questions**

**Board Answers to Vendors' Questions**

**May 24, 2016**

**(vendors' questions are stated in italics)**

**QUESTIONS RECEIVED**

*1) Section 1.1 Purpose and Background, Page 3*

*Will the State please expand the level of information provided regarding the existing services offered in Iowa (e.g., last two annual reports with monthly statistics, current annual outreach budgets for each service, existing reimbursement rates for each service)? This type of information will allow vendors to forecast future monthly usage (as requested in the RFP) and provide a more level playing field for all vendors, including non-incumbent providers.*

**Board answer:** The last two annual reports can be found on the RFP page on the Board's website, <https://iub.iowa.gov/relay-services-rfp>. The Board does not have access to the annual outreach budgets for each service, as the cost of outreach is included in the price per minute. The current reimbursement rate is \$2.11 per TRS conversation minute and \$1.83 per CTRS conversation minute. STS service is included in the TRS rate.

*2) Section 2.7.C, Answer Time Page 27*

*The last two paragraphs read: "The monthly maximum average for the daily average answer times for all calls into the relay center and CapTel Relay center shall be 3.3 seconds. Daily answer times shall not exceed 6.9 seconds more than five individual days per month." In 2012, the State removed this requirement. As such, will the State consider once again removing the above requirements and using the standard industry standard that 85% of all calls be answered within 10 seconds?*

**Board answer:** The Board has considered this request and decided that using the standard of 85% of all calls answered within 10 seconds will sufficiently protect consumers using ITRS and CTRS. Therefore, the Board will amend RFP Section 2.7.C, page 27, Answer Time, so that it reads as follows:

The vendor shall answer 85% of all calls within 10 seconds by any method that results in the caller's call immediately being placed, not put in a queue or on hold. This shall be measured by sampling the answer time at a minimum of every 30

minutes during ITRS and CTRS operation and evaluated on a daily basis.  
Answer time shall be reported to the Board on a monthly basis.

The Board will also remove the second unnumbered paragraph in RFP Section 5.5.C, pages 62 and 63.

*3) Section 2.11.A.8, Interaction with the Iowa Utilities Board, Page 32 and 3.2.G.5 Business Information, Page 43*

*These sections require the vendor to disclose CapTel CA staffing information. This information has been designated as highly proprietary by CapTel, Inc. and is not available for distribution as the same CapTel CAs support both CapTel and IP Captioned Telephone Services (IP CTS). As such, would the Board be willing to remove these requirements?*

**Board answer:** RFP Section 2.11.A.8, page 32, Traffic Reports, requires the vendor to provide the number of CAs on duty by hour of day and day of week.

RFP Section 3.2.G.5, page 43, Background Information, requires the vendor to provide the following general background information: Type of business, number of employees, and number of employees involved in providing relay services, CapTel Relay services, and associated outreach services, and an organizational chart for the employees providing relay services, CapTel Relay services, and relay and CapTel outreach services.

The Board has considered this request and decided that attempting to measure service quality by using the number of CapTel CAs on duty by hour of day and day of week as required by RFP Section 2.11.A.8 is a more indirect measure of service quality than other, more direct, measures of service quality that are required by the RFP. Therefore, considering that CapTel, Inc. has designated the number of CAs on duty by hour of day and day of week as highly proprietary, and that this information is a more indirect measure of service quality than other required measures, the Board will remove this requirement.

However, the business and employee information requested in RFP Section 3.2.G.5 is not limited to the number of CAs on duty who are apparently employed by CapTel, Inc. The information required by this section will provide important information about the vendor's business; the vendor's experience providing relay service, CapTel Relay service, and associated outreach for each; and the vendor's level of commitment to providing these services as indicated by the number of employees it has who perform these services. Therefore, although the Board will not require vendors to provide the number of CapTel Relay CAs on duty by hour of day and day of week, or the number of CAs providing CapTel Relay service, the remaining information requested in this section will be required.